

## IS Network Services Senior

### Position Summary:

Under the general supervision of the DWD Service Desk supervisor,

- 1) function as a senior problem analyst for PC, LAN and WAN hardware/software,
- 2) function as a senior specialist at the Service Desk for DWD's statewide teleprocessing network (includes DWD, county and private employers),
- 3) provide second/third level support to customers of the teleprocessing network for resolution of problems,
- 4) ensure that all network problems are tracked and recorded from start to resolution in the problem management system (Tivoli)
- 5) oversee network problem resolution and network related communications to and from district offices,
- 6) monitor the performance of the network and ensure that action is taken to correct performance impacting problems,
- 7) provide second/third level support for network customers in the installation and initial testing of new equipment or in changes to existing equipment configurations,
- 8) work with technical support to coordinate network changes and resolve problems,
- 9) coordinate the effort of vendors for the resolution of network hardware/software problems,
- 10) support the DWD LAN/WAN network operating system environment,
- 11) train new staff within the Service Desk ,
- 12) provide backup and support to other Service Desk staff,
- 13) provide 2nd level support for virus problem resolution and virus software installation.

This is a multiple platform Service Desk that includes mainframe and PC networks. The LAN/WAN equipment includes servers, routers and gateways. The DWD Service Desk supports several thousand networked devices and customers.

### Goals and Worker Activities:

- 40%    A.    Provide second and third level support for DWD statewide network.
- A1.    Perform as a senior specialist and second/third level support of DWD's Service Desk to ensure established performance requirements are maintained.
  - A2.    Provide second/third level support for network customers on the Windows (Windows XP and 2000) and other versions of PC software including the DWD standard of Microsoft Suite (Word, Excel, Mail and Outlook). Independently resolve complex problems.
  - A3.    Provide senior level support for network customers in the installation and initial testing of PC or LAN/WAN equipment or in the changes to existing equipment configurations.
  - A4.    Provide senior level support to customers of the statewide network for resolution of problems. Customers include DWD, county and private employer staff.
  - A5.    Assist Technical Support with the coordination of the network changes and resolution of problems.
  - A6.    Ensure that all network problems are tracked and resolved from start to resolution within Tivoli. Problem history and resolution must be entered.
  - A7.    Work with DWD customers to reset and synchronize passwords and report password abuse to DWD Security.

- A8. Work with customers and Technical Support teams to troubleshoot and resolve print services issues for the network, mainframe and PC print requests.
  - A9. Provide support for DWD customers to ensure that all problem calls are answered promptly. DWD customers include county and private employers. Calls will be answered in accord with the Service Desk's procedures and standards.
  - A10. Answer calls and customers courteously, in a manner to reflect positively on the services provided by the unit and the department.
  - A11. Contact DWD managers and customers via the Service Desk major outage list when major problems occur to provide to enable customers to plan their workflow.
- 15% B. Monitoring of network performance for a multiple platform Service Desk.
  - B1. Monitor network performance and ensure that action is taken to correct performance impacting problems.
  - B2. Analyze and diagnose problems by asking appropriate questions of the customers to determine if equipment is used properly. Advise of corrective actions.
  - B3. Analyze the affect that new releases of LAN application and operating system software will have on the network and impact to the Service Desk.
  - B4. Independently resolve customer reported problems over the telephone using various diagnostic equipment and network software commands and advise of corrective measures.
  - B5. Ensure that the Service Desk staff incorporates problem records and changes into DWD automated problem/change tracking system (Tivoli).
  - B6. Inform the Service Desk Supervisor of all problems that require management escalation for resolution.
- 15% C. Administer LAN / WAN network
  - C1. Manage complex local and remote mainframe problems encountered by DWD customers.
  - C2. Resolve communications problems that arise with the components of the mainframe system including workstations, terminals, data lines and routers.
  - C3. Respond to user questions and problems as they are called in to the Service Desk.
  - C4. Support LAN dial up and Thin Client systems at DWD.
- 10% D. Provisions of advanced level support to networked customers.
  - D1. Provide complex problem resolution support to networked customers for communication of network related events (e.g. computer or network failures, revised network availability schedule, etc.).
  - D2. Provide senior technical direction and consultation to staff and customers for the installation and testing of new equipment, software, releases or upgrades to the existing configurations.
  - D3. Fully Support Microsoft, operating systems.
  - D4. Consult with and advise application programming when application problems exist and give detailed information for the timely resolution.

- D5. Provide detailed information to the Service Desk supervisor of all network or customer problems that require escalation for resolution.
- 10% E. Provide senior level assistance and support for and by the Service Desk.
  - E1. Assist co-workers by answering problem calls through the use of Apropos.
  - E2. Provide backup for co-workers as directed by the Service Desk supervisor or Team leaders. This includes answering customer calls via Apropos and entering problems into Tivoli.
  - E3. Perform as a team member within the Service Desk. A team member will support each and every staff person within the Service Desk. Support is expected to be proactive and not always directed by the Service Desk supervisor or Team leaders.
  - E4. Maintain a professional and positive attitude with all Service Desk staff.
  - E5. Respect the ideas and suggestions of all co-workers.
  - E6. Fully contribute to and support the goals of the unit and section.
  - E7. To maintain high-level customer support all staff will adhere to their work schedule. Vacation, flex, appointments and comp time off must be scheduled and approved by the Service Desk supervisor or designated backup. If a staff person is ill it must be reported by 8:00am of the day off each occurrence to the Service Desk supervisor and designated backup. If a staff person must leave work due to illness the Service Desk supervisor or designated backup must be notified.
  - E8. Maintain, install and upgrade Service Desk PC's.
  - E9. Install and test Beta / test versions of software.
  - E10. Install and test production versions of software
  - E11. Train staff in the Service Desk on the use of new procedures to detect and resolve problems.
- 5% F. Provide support to the Service Desk Webpage.
  - F1. Work with the Service Desk Webmaster to ensure accuracy and simplification of information published on the Service Desk webpage, to facilitate use by DWD customers and colleagues at the Service Desk.
  - F2. Compose instructions and information for publication.
  - F3. Proofread, edit and update existing web pages using Microsoft FrontPage software.
  - F4. Suggest topics for inclusion or deletion to maintain clarity.
- 5% G. Participate in employee development program.
  - G1. Attend appropriate training courses and seminars.
  - G2. Attend product demonstrations to become familiar with new hardware and software releases.
  - G3. Attend and participate in a professional and positive manner at all meetings.